North Kingstown Free Library
Three-Year Technology Plan
2005-2007

December 2004

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MISSION STATEMENT/TECHNOLOGY VISION

In its continuing mission to meet the informational, educational, cultural, and recreational needs of the community, the North Kingstown Free Library seeks to provide its patrons with collections and services which take full advantage of technological resources. Technological resources, which deliver both information and services, are an integral part of basic library service in North Kingstown. To ensure a continuing high quality of service, the North Kingstown Free Library will commit a substantial amount of its budgetary and staff resources to planning, developing, and implementing technology at this institution.

OVERVIEW

Technology will continue to have a tremendous impact on library service as we move further into the twenty-first century. In order to ensure that our patrons have access to the tools they will need to live their lives in an automated society as well as the skills to use those tools, we need to continue our proactive role in creating an information-literate community. We will do this by developing initiatives that will seek to meet goals in four areas: establishing and promoting the role of our library in a technologically advanced society, developing staff resources, educating our patrons in how to use and evaluate information resources, and building a technological infrastructure.

An important factor in developing technological resources at the North Kingstown Free Library is the document outlining Minimum Standards for R.I. Public Libraries adopted by the Library Board of Rhode Island September 18, 2000. This document includes at least twelve standards, which are technology-related. In order to meet minimum standards, every Rhode Island public library must: make its holdings known to library users statewide (standard 4); provide assistive technology and software as needed (standard 7); provide reference service over the Internet (standard 9); provide access to electronic resources (standard 10); provide equipment, training, and guidance for the public to access, print, and copy information available through the library's resources, including electronic resources (standard 11); support the staff's continuing education and professional activities (standard 18); give the staff access to Internet mail, give the staff the opportunity to learn to use new equipment and technology, provide at least one computer dedicated for staff use only (standard 21); be a member of CLAN (standard 37); initiate cooperation with local schools, coordinating homework support and literacy activities (standard 39); make public relations information available on the Web (standard 44); provide a library building that supports current and emerging telecommunications and electronic information technologies (standard 48). The North Kingstown Free Library meets, or exceeds each of these standards.

TECHNOLOGY AT THE NORTH KINGSTOWN FREE LIBRARY

MEMBERSHIPS

Cooperating Libraries Automated Network (CLAN)
The North Kingstown Free Library belongs to the Cooperating Libraries Automated Network (CLAN), the consortium of public libraries in Rhode Island. As a member of CLAN, we share an online catalog with 49 other public libraries that gives our patrons access to more than 4.1 million items. CLAN members share a software platform whose features include circulation, cataloging, inter-library loan, and access to the CLAN online catalog. We are able to use CLAN servers to host our library home page on the World-Wide-Web and we access a few of our online databases through CLAN statewide licensing. In addition, as members of CLAN, we have access to a wealth of human resources—technical support personnel with advanced expertise in technology issues, professional catalogers who maintain the shared database, and a network of colleagues who share information and experience on a wide variety of library issues.

Ocean State Higher Education, Economic Development & Administrative Network (OSHEAN)
Through CLAN, the North Kingstown Free Library belongs to OSHEAN, a non-profit consortium formed to foster the development of a communications infrastructure to provide high-speed network access to enhance the ability of Rhode Islanders to gain access to electronic information. OSHEAN provides us with our high-speed (T-1, ATM) connection to the Internet.

Library of Rhode Island (LORI)
The North Kingstown Free Library is a member of LORI, the multi-type statewide library network administered by the R.I. Office of Library and Information Services to foster and facilitate resource sharing and cooperation among the state's libraries and library personnel. A LORI server also hosts all of the external e-mail accounts for our staff members.

Town of North Kingstown Wide Area Network and Finance System
As a municipal department, the North Kingstown Free Library has access to the Town of North Kingstown Wide Area Network and Finance System for the purpose of conducting budget, finance, and payroll functions and for sharing information and resources with other town departments.

HARDWARE PLATFORM

Local Area Network
We have a 60-port *Windows 2000* Local Area Network (LAN), installed in June 2003, with 47 computers currently connected (29 for the public; 18 for the staff). The LAN is powered by a Dell Power-Edge 2600 server with three 36 GB hard drives running Windows 2000 and Microsoft Exchange Server. The server has a Veritas built-in backup tape drive.

Telecommunications
We have two external telecommunications connections. A T-1 ATM line connects us to the Internet through OSHEAN using a Cisco router. A fiber optic connection connects us

to the Town of North Kingstown wide area network and finance system using a separate router specifically for fiber optic connections. The fiber optic router and the Cisco router are connected to the Bay Networks router which is the main telecommunications point in our configuration. Three 24-port switches are configured with cascade modules to act as one virtual switch to connect our networked computers to the telecommunications equipment. (These switches will be replaced with two 48-port switches in early 2005.)

Computer Workstations for the Public
We have twenty-nine Dell systems (10 for young readers, 19 for adults) connected to our LAN with the following hardware specifications:
- Dimension and Optiplex models
- 500 MHz to 2.8 GHz
- 256 MB – 512 MB RAM
- 20.4 GB – 80 GB hard drives
- Windows 2000 operating system

We have five Dell systems (2 for young readers, 3 for adults) not connected to our LAN. They deliver service that allows patrons to access the floppy and cd-rom drives and to save data on the workstations to a floppy disk. They have the following hardware specifications:
- Dimension models
- 266 – 400 MHz
- 64 MB RAM
- 5GB to 9GB hard drives
- Windows 95 & Windows 98 operating system

Peripheral Equipment for the Public
We have four network laser printers (two for adults and two for young readers)
- Two HP LaserJet 2300s
- Two HP LaserJet 1100's

We have six local printers connected to individual public workstations (four for adults and two for young readers)
- 5 HP LaserJet 1100's
- One HP DeskJet 842C

We have one Canon Microfilm scanner with a printer that will allow patrons to scan microfilm images to a computer.

Equipment for Public Presentations including Training Sessions for Patrons and Staff
We have a roving computer lab used for teaching technology classes to the public and staff, which will be upgraded to laptop computers in 2005. The lab includes an 8-port switch that allows us to connect to the Internet for hands-on training in the use of our electronic resources and the Internet.

We have one Dell laptop computer which is used both for presentations and as a staff workstation, with the following specifications:
- Latitude C800
- 256 MB RAM
- 10GB hard drive
- Windows 2000 operating system

We have one Epson video projector for connection to laptops or desktop computer systems for public presentations with computer content

Computer Workstations for the Staff
We have eighteen Dell systems connected to our LAN with the following hardware specifications:
- Optiplex models
- 933 MHz to 2.4 GHz
- 256 – 512 MB RAM
- 40 GB Hard Drive
- Windows 2000 operating system

We have one Dell system that is not connected to our network that is used for data entry by volunteers in the South County room

Peripheral Equipment for the Staff
We have one network laser printer for the staff, to which a number of staff computers in support services and administration are connected
- HP LaserJet 2300

We have twelve local printers connected to individual staff machines
- HP LaserJet 2300
- We have twelve local printers connected to individual staff machines
- Five HP LaserJet 1150s
- One HP Color LaserJet 4500
- Five HP Deskjets – 710, 842, and 890
- One Okidata serial printer

We have three receipt printers at the circulation desk to print receipts for patrons of their circulation transactions
- Three Epson TM-U220PDs

We have six laser barcode scanners for use at the circulation desk, the young readers' desk, the reference desk and in support services
- Six Symbol LS4000 laser barcode scanners for staff use

We have one HP ScanJet scanner for staff use
- One ScanJet 6300C

We have one DiscChek and one Eco-Senior (disc repair) machine used to check and repair damaged CDs and DVDs

We have one HP 920 fax machine

ELECTRONIC INFORMATION RESOURCES
We offer our patrons a wide range of electronic information resources—both in the library and remotely—through paid subscriptions to online databases and other online reference resources, and through links to staff-selected web sites. These resources are accessible through the library home page and also through staff-designed menus on computers inside the library. Not every computer has the same menu of resources available. The decision to include a resource on a menu at a particular workstation is based upon the audience of the resource, the availability of staff to assist patrons using the computers, and the area of the library where the computer is located. A large majority of our online resources are available outside of the library to patrons at home, at school, or at their offices.

CLAN Online Catalog
- A listing of the collections of every Rhode Island public library
- Available on 28 public computers and all staff computers in the library
- Available remotely to patrons outside the library through a Web interface
- Access is paid for through CLAN membership fees

Online Reference and Subject Databases: Student Resource Center, Biography Resource Center, Literature Resource Center, HeritageQuest Online, Electric Library and World Book Online.

- o Research databases with coverage in a broad range of subject areas that gather information from books, magazines, reference books, and web resources in easy-to-use search and retrieval tools. Many of the databases provide full-text of magazine and newspaper articles as well as primary documents and images. One provides full-text television and radio transcripts. Aimed at various age groups, from late-elementary school-age to adult.
- o Available on 21 public computers and all staff computers in the library
- o Available remotely from home, school, or office to North Kingstown CLAN card holders
- o Access is paid for through town and state grant-in-aid funds

Statewide CLAN databases: Business Index ASAP, Discovering Collection, Expanded Academic ASAP, General Reference Center Gold, Health Reference Center Academic, Health & Wellness Resource Center, Infotrac OneFile.

- o Reference databases that provide full-text magazine articles as well as reference content in a variety of subject areas aimed towards a variety of age groups.
- o Available on 21 public computer and all staff computers in the library
- o Available remotely from home, school or office to all CLAN card holders in the state
- o Access is paid for through CLAN membership fees

Online Databases for Reading Resources: Novelist and What Do I Read Next?

- o Databases that provide access to recommended titles, plot summaries, and award winning books with searching capability by genre, subject, author, title, and age range of readers
- o Available on 25 public computers and all staff computers in the library
- o Available remotely from home, school, or office to North Kingstown CLAN card holders
- o Access is paid for through town and state grant-in-aid funds

Providence Journal Archives Online

- o Access to full-text articles written by Providence Journal writers and published in the Providence Journal since 1983
- o Available on 21 public computers and all staff computers in the library
- o Access is paid for through town and state grant-in-aid funds

Internet Access

- o Access to the Internet is available on 6 computers in the Adult Reference Department. These computers also provide access to Microsoft Word, Excel and PowerPoint 2003. These computers permit downloading and uploading and allow patrons to save documents to a floppy disk.
- o Access to the Internet is available on 4 computers in the Young Readers Dept.
- o Internet access is available on all staff computers
- o All public and staff computers are filtered through WebSense in compliance with the Children's Internet Protection Act (CIPA)
- o Access to the Internet is provided through CLAN membership fees

Reading and Learning CD ROMs for preschoolers
- o A menu of titles available on the computer in the library's preschool room
- o Purchased through town funds

Genealogy CD ROMS: New England and Historical Genealogical Register, 1847–1994, Family Tree Maker's Family Archives-Vital Records: Rhode Island, 1500's-1900's and RI Roots Journal CD, 1975 – 2000.
- o Available on the networked computer in the South County Room
- o Purchased through town funds and also through funds donated by the North Kingstown Genealogical Society

Standard Times Name Index an index created by North Kingstown Free Library staff and volunteers that allows patrons to search for obituaries in the North Kingstown Standard-Times from 1888 – 1945 and for obituaries and birth & marriage announcements from 2001.

OTHER ELECTRONIC SERVICES

Word Processing Services for the Public
- o MS Office 2000 Word, Excel and PowerPoint are available on non-networked computers in the Reference Dept.
- o MS Office '97 word processing software is available on two standalone (non-networked) computers in the Young Readers Dept.

Information Literacy Initiatives
- o Online tutorials on using the CLAN online catalog, our electronic information resources, and the Internet are available by appointment with a library staff member
- o Technology Nites classes are offered throughout the year in basic word processing skills and other topics geared toward the novice adult computer user
- o Public programs promoting our electronic information resources are scheduled for a variety of audiences and age groups

OFFICE SOFTWARE USED BY THE LIBRARY STAFF
The library staff uses a wide range of office software for administration, public relations, and communication

MS Excel Spreadsheet software
- o Used to draft and maintain the library budget, to create lists of AV holdings which are printed quarterly for the public, to compile library statistics, to index obituaries from the local newspaper, *The Standard Times*, to maintain the staff leave request calendar, to print lists of magazine holdings, and to print various bibliographies and other lists of collection resources

MS Word Processing software
- o Used to write letters, administrative reports, and a variety of public relations and publicity documents

MS Access Database software
- o Used to maintain a database of magazine subscriptions and to maintain the Friends of the Library membership database

MS Outlook Calendar and E-mail software

- o Used to maintain calendars of bookings for the meeting room, the conference room, and library display space
- o Used to send and receive internal and external e-mail and to maintain other administrative information such as a shared list of vendors with whom the library does business

Design and Presentation software: Ms Publisher, Adobe PageMaker, MS Front Page, and MS Power Point
- o Used to develop brochures that promote library services, to publish the quarterly Fiction newsletter, the quarterly Young Readers newsletter, the monthly newsletter, Among Friends, flyers and handouts publicizing library programs, designing and maintaining the library home page and its various components, developing and presenting public programs, and developing and presenting training programs for the staff

GOALS, OBJECTIVES & STRATEGIES

The following goals, objectives, and strategies address four key issues: solidifying the role of the library as a "community gateway" to technology resources, developing human resources, educating the public, and building a technological infrastructure. These goals, objectives, and strategies are intended to provide a framework for developing more specific plans each fiscal year that will be incorporated into the annual service plans drafted by the administration and approved by the Board of Trustees.

Goal 1: To solidify the role of the library as a "community gateway" to the technology resources that people need to live their lives in the 21st century

> **Objective**: Continue the practice of using the North Kingstown Free Library home page as a means of delivering service both inside and outside the library
>> **Strategy**: Evaluate the design and functionality of the home page and its various components at least once a year, using statistical measurements on the use of the home page, feedback from users, examples of other library home pages, accessibility standards, information about web design, and input from the staff. 2005-2007
>> **Strategy**: Review our e-mail reference service and consider any necessary enhancements. 2005-2007
>> **Strategy**: Add additional years of coverage to the Standard-Times name index, keeping it searchable to users inside and outside the library. 2005–2007
>> **Strategy**: Include more of our library publications, pathfinders, book lists, and other finding aids on our web page using Adobe PDF or other software. 2005–2007
>> **Strategy**: Investigate the possibility of adding online forms to our web page. 2006-2007

> **Objective**: Ensure the viability of the electronic resources and audiovisual collections
>> **Strategy**: Review our collection development policy for electronic collection resources that will address the evaluation and management of all aspects of electronic collections including, but not limited to, such

issues as archiving, licensing, cost, access, redundancy among electronic vendors, audience, subject need, ease of use. 2006

Strategy: Stay informed about changing audiovisual formats, such as downloadable talking books, by reading professional and mainstream articles and by attending demos and workshops to learn about trends in other libraries. 2005-2007

Objective: Utilize technology to preserve and make more widely accessible our valuable special collections
> **Strategy**: Develop a long-range plan to identify and prioritize special collections items that would be particularly good candidates to be converted to machine-readable format through digitizing and/or scanning. 2005
> **Strategy**: Implement the long-range plan for digitizing and scanning special collections materials. 2006-2007
> **Strategy**: Investigate ways to make the scanned and digitized images and text available and searchable beyond the walls of the library. 2005-2007

Objective: Provide patrons with the widest range of computer services possible within the parameters of a public library setting
> **Strategy**: Conduct an annual review of computer services to evaluate the services we offer, and to determine what additional services, if any, we should be offering. 2005 – 2007
> **Strategy**: Continue to make as many databases as possible available remotely to our patrons. 2005-2007
> **Strategy**: Continue to participate in statewide initiatives regarding database licensing. 2005-2007
> **Strategy**: Continue our commitment to providing barrier-free services to patrons with disabilities by investigating hardware and software that enhances accessibility for this service group. 2005-2007
> **Strategy**: Investigate patron authentication, print cost recovery, and PC reservation software and/or hardware. 2005
> **Strategy**: Investigate self-checkout machines. 2006-2007

Objective: Encourage responsible use of Internet resources
> **Strategy**: Review annually our established policies and procedures regarding patron use of the Internet. This review will take place each year in the autumn. 2005-2007
> **Strategy**: Develop initiatives—programs, brochures, and publicity—to encourage children and their parents to explore the Internet as a family activity. 2005-2007
> **Strategy**: Stay informed about legislative initiatives which seek to regulate the use of Internet resources in libraries and develop institutional positions on these initiatives as required. 2005-2007

Goal 2: To develop human resources, through recruitment, training, and professional development that will ensure staff proficiency in delivering a wide range of services in an ever-changing technology landscape

Objective: Strengthen our established in-house training program for staff
Strategy: Develop and implement formal training sessions (small group and individual) on topics that will help the staff manage their use of technology, both existing and emerging. 2005-2007
Strategy: Encourage the sharing of information and skills among the staff on an informal basis. 2005-2007
Strategy: Continue the established practice of encouraging self-directed learning of new computer skills. 2005-2007

Objective: Strengthen our commitment to support our technology program with staff members that have significant expertise in the area of technology
Strategy: Review staff responsibilities with regard to technology issues to determine the optimum commitment of staff resources—staff hours, salary, position in the staff hierarchy—and work with the trustees and town and union officials to implement any recommended changes. 2005 - 2007
Strategy: Continue the practice of sending technology staff members to at least one workshop, course, or training opportunity annually. 2005-2007
Strategy: Support any Local 1033 efforts to revise library staff job descriptions to include mention of technology. 2005-2007
Strategy: Continue our commitment to filling vacated staff positions with individuals who have experience with computers. 2005-2007
Strategy: Encourage graduate library school students with specific interests in technology use in libraries to consider our library for professional field experiences. 2005-2007
Strategy: Add additional professional staff to help with technology. 2006-2007

Objective: Utilize outside resources for training and education in technology issues
Strategy: Continue our strong relationship with CLAN technology support personnel. 2005-2007
Strategy: Continue our strong commitment to participating in CLAN committees that keep abreast of emerging technologies and discuss the best methods for using and troubleshooting software and hardware. 2005-2007
Strategy: Take advantage of continuing education opportunities offered by CLAN, the R.I. Office of Library and Information Services, the URI Graduate School of Library and Information Studies, and the Rhode Island Library Association. 2005-2007
Strategy: Read mainstream computer magazines and consult computer websites regularly to keep abreast of emerging technology issues. 2005-2007
Strategy: Rely on our computer systems maintenance provider for advice and assistance in learning about technology and its uses. 2005-2007
Strategy: Maintain a good working relationship with town MIS personnel. 2005-2007

Goal 3: To provide an ongoing education program for the public in the use of technology

Objective: To strengthen our Information Literacy initiatives, ensuring that all of our patrons have the knowledge and skills necessary to use electronic resources
>   **Strategy**: Continue our established practice of offering one-on-one tutorials for adults in using electronic resources. 2005-2007
>   **Strategy**: Develop a series of public programs that provide hands-on use of specific electronic resources. 2005-2007
>   **Strategy**: Develop ways to teach children and young adults how to use electronic resources that would be particularly appealing to these age groups. 2005-2007
>   **Strategy**: Continue to develop FAQ sheets and procedural brochures that explain the basics of how to use electronic resources. 2005-2007
>   **Strategy**: Bring more staff members into the role of educating the public in the use of technology. 2005-2007

Objective: To offer educational opportunities for our patrons to learn basic computer skills
>   **Strategy**: Continue our popular "Technology Nites" classes in basic word processing and basic Windows operations. 2005-2007
>   **Strategy**: Investigate inventive ways of presenting educational opportunities such as online tutorials or cd-rom based programs that could be borrowed by patrons. 2005-2007

Objective: To strengthen our relationship with the schools
>   **Strategy**: Keep North Kingstown teachers and school librarians informed about our web page and online databases. 2005-2007

Goal 4: To build an efficient and secure technological infrastructure to support our technology goals and objectives

Objective: Provide adequate hardware resources for current and future applications
>   **Strategy**: Review our hardware platform with CLAN network administrative staff and technical support personnel and our computer systems maintenance provider on an annual basis and implement their recommendations for upgrading and replacing system hardware. 2005-2007
>   **Strategy**: Continue to implement our established schedule of hardware replacement. 2005-2007
>   **Strategy**: Investigate improvements to our hardware such as wireless technology. 2005-2007

Objective: Protect our system resources
>   **Strategy**: Continue to be vigilant about virus protection making sure we have up-to-date virus definitions and a recent version of virus scanning software. 2005-2007
>   **Strategy**: Continue to implement our technology schedule for downloading critical updates and conducting regular housekeeping chores on system resources. 2005-2007

Strategy: In the spring of each calendar year, evaluate our maintenance contracts for computer resources and recommend a maintenance program for the coming fiscal year. 2005-2007

Strategy: Review our security configuration annually and continue using software and hardware that safeguards the configuration and integrity of our technology equipment. 2005-2007

Objective: Provide an adequate software platform for the staff to perform library service, and all other internal office, graphics, and Web-related services

Strategy: Cooperate fully with CLAN to implement whatever software upgrades are necessary for the continuing viability of library operations. 2005-2007

Strategy: Review annually the software we use to determine if we need to upgrade or replace a particular software platform with an alternative platform. 2005-2007

Strategy: Investigate employee scheduling software geared towards a library setting 2005-2007.

Strategy: Investigate serials management software. 2005-2007

FUNDING

The library will continue to use a number of funding sources to implement the goals, objectives, and strategies of the technology plan. These include town budget funds, state grant-in-aid funds, Champlin Foundation grants, North Kingstown Free Library Corporation funds, and funds from other grant-making institutions where available and appropriate.

PLAN EVALUATION

The objectives and strategies of this three-year technology plan will be included, in greater detail and with specific timetables, in the library's annual plan of service. Since we review our annual plan of service on a quarterly basis, reporting our progress to the Board of Trustees, the technology initiatives will be a part of this progress report. Additionally, we will review and revise the three-year plan each year, in November, to ensure that the plan is forward-looking and that it responds always to new developments in the technology field.